

18 March 2009



HEALTH
KwaZulu-Natal

ST. APOLLINARIS HOSPITAL

CLIENT EXPERIENCE SURVERY REPORT

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Background

St. Apollinaris Hospital:-

- Situated in rural Creighton village.
- Centocow area in Ingwe Municipality.
- Sisonke District in KZN.
- Population 111 253 (catchment).
- 71% unemployment.
- People very poor and illiterate.
- Literacy rate 12.5%.
- 146 Beds.
- PHC and other Clinics within the hospital (e.g. TB, ARV, ANC etc.) Operating hours 07H00 – 16H00.
- Outpatient Department operates 24 hours a day.
- Pharmacy, X-Ray and Laboratory operates from 07H00 to 16H00 except on emergency situations.
- Transport routes to facility taxi rank.

Summary

Quality is a comprehensive and multifaceted concept. There are eight dimensions of quality namely; technical competence, access to services, effectiveness, interpersonal relations, efficiency, continuity, safety and amenities. These dimensions of quality constitute broad conceptual frameworks that include every aspect of the health systems performance. The definition and dimensions of quality of care can be viewed from three perspectives namely; the clients, health care providers and the health care managers or government's perspective. Each of the role players defines quality of care from their own unique perspectives. For clients a good quality service is one that meets his/her perceived health care needs, and is delivered courteously and timeously. Patients focus on effectiveness, accessibility, interpersonal relations, continuity and amenities as the most important dimensions of quality.

Healthcare systems, in recent years, have sought to achieve a balance in services that offer not only clinically effective and evidence based care, but which are also judged by clients and patients as acceptable and beneficial. Interest has therefore grown not only in the assessment of treatment interventions by patients, but in the systematic evaluation of the delivery of that care from the Clients' experiences. Focusing on the dimensions of patients' experience can help to accurately identify aspects of hospital performance that require further improvements. Patients are asked to report in detail on their *experience* of a particular provider at a specific point in time by responding to questions about whether or not certain processes or events occurred during the course of a specific episode of care. Responses to these types of questions are intended to be factual rather than evaluative, and can be regularly monitored over a period of time. Quality Assurance Manager plays a pivotal role in assisting the Hospital in

attaining the goals and strategic objectives. The vision, mission, core values and service commitment charter:-

VISION

To unanimously strive for excellence in the provision of health care.

MISSION

We are committed to provide effective, efficient, quality service through participative and consultative management within the current legislative framework and policies by:-

- Upholding the dignity of human life.
- Establishing partnership with the community we serve.
- And supporting the development of each individual to achieve their highest potential.

CORE VALUES

- Putting clients needs first.
- Open communication & transparency.
- Consultation.
- Commitment and integrity.
- Creativity and innovative.
- Trusting relationship.

SERVICE COMMITMENT CHARTER STANDARDS

We are committed to taking exceptional care of our patients through unmatched service excellence in all our endeavours. We do this by:-

- Acting with honesty, integrity, professionalism and responsibility at all times;
- Ensuring that we stay close enough to our patients/clients to anticipate and satisfy their needs and demands to the best of our ability;
- Communicating accurately in the language you understand and openly and placing a high premium on prompt, accurate and effective response to all patients/clients queries and complaints;
- Treating clients as an extension of our team so that our goals are achieved through mutual trust and interdependence;
- Using our knowledge of our patient's needs in order to provide proactive solutions to problems;
- Never settling for second best in caring for our patients, but always striving zealously toward providing the kind of service excellence of which we can all be proud;
- Ensuring that the KZN Citizen Charter, Batho Pele principles and the principles of Good Governance are continuously implemented and sustained;
- And to uphold human dignity as entrenched in the South African Constitution.

OBJECTIVES

The objectives of the survey were:

1. To determine client experiences at Outpatient departments at public hospitals with respect to:
 - Access.
 - Courtesy / Interpersonal Care.
 - Communication.
 - Environment.

- Quality of Medical Care.
 - General experiences.
 - General comments regarding strengths of St. Apollinaris services and recommendations for improvement to improve client experiences and satisfaction.
2. To determine client experiences for Inpatient stay at hospitals with respect to:
 - Nursing Care
 - Physician Care
 - Comfort and Cleanliness
 - Food Service
 - Patient education
 - General Care
 3. To identify and rank the positive Clients' experiences (both outpatients and inpatients) of features of hospital services within the Public Health sector, and to make recommendations for further improvement in fulfilling patients' expectations.
 4. To identify all those hospitals in terms of patient experiences for outpatient services and inpatient care, which perform above, within and below the Provincial mean scores and District median scores.
 5. To assess each individual Provincial hospital in terms of the overall Provincial client experiences scores for outpatient services and inpatient care.
 6. To make recommendations to incrementally improve the quality of health service delivery to improve client experiences, so as to fulfill clients' expectations and to improve hospital performance to meet the KwaZulu-Natal Department of Health's goals.

Methods

Study Population.

The study population was clients utilising St. Apollinaris Hospital (outpatients and inpatients over the age of 18 years). In the Paediatric wards the caregiver was interviewed. There were 46 patients who were under the category of ages 18 – 33; 34 years were from ages 34 – 49 years; 13 were ages 50 – 59 and 17 were 60 and above. The survey was conducted across gender and ethnicity lines with 96 black females' respondents and 52 black males. Of the total of 148 respondents, 122 were Zulu speaking and 26 Xhosa speaking.

Sample size

To obtain statistically relevant results a sample size of 300 was estimated but weather conditions were not conducive thus qualitative approach was used and all patients were captured on the day which were totaling 148. Patients attending the same clinic (within the hospital premises) are likely to have factors in common and patients were sampled at random.

Survey instrument

The questionnaire was designed by the Quality Assurance and Accreditation Unit of the KwaZulu-Natal Department of Health and pilot tested in October 2005 at Northdale Hospital to ensure that the questions were clearly phrased to ensure content and face validity. The questionnaire was translated into isiZulu by the survey team to patients to comprehend given the background of the Community served where illiteracy is at high.

ST APOLLINARIS CATCHMENT AREA LOCATIONS MAP

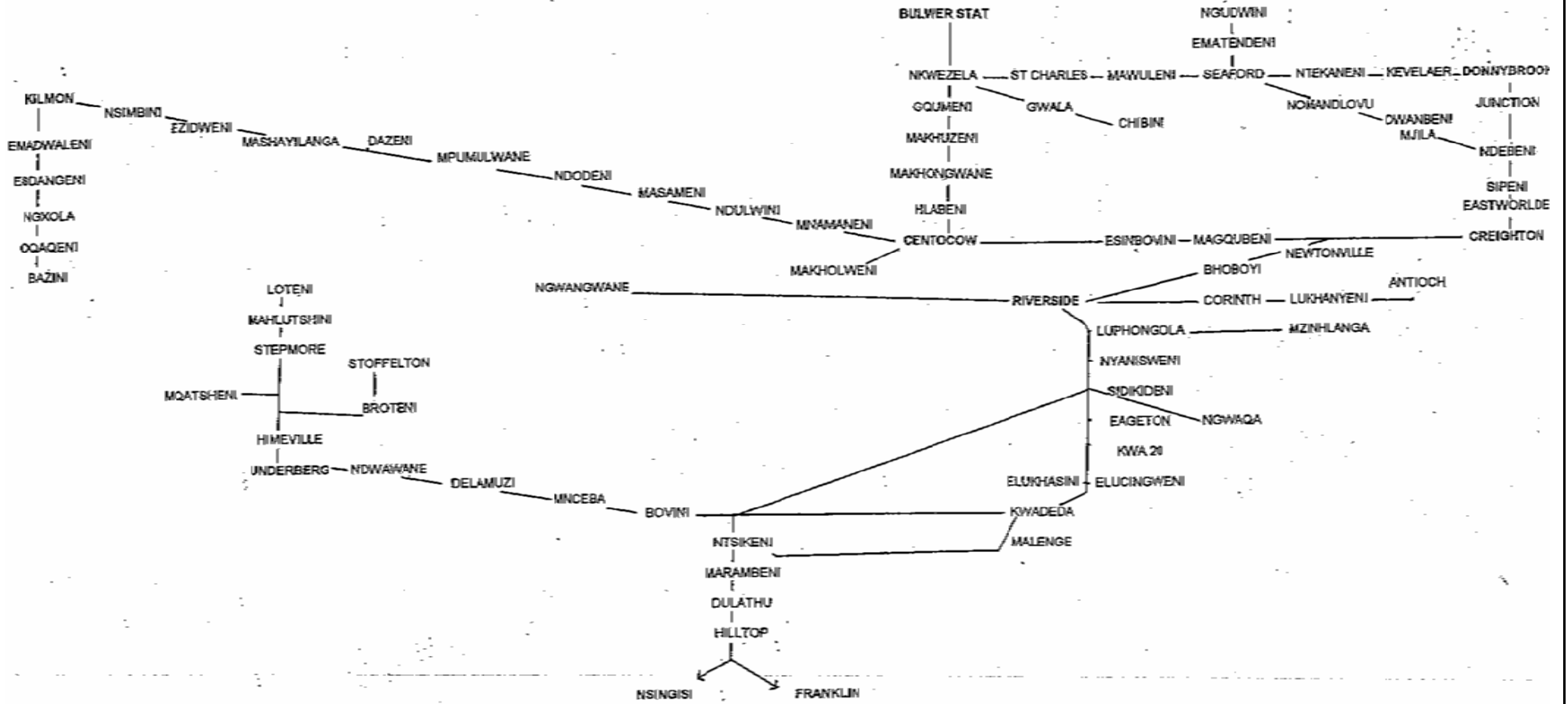


Figure 1. – Drainage Map

Results

The survey was conducted on Wednesday, 18 March 2009 with a total of 110 outpatients and 36 inpatients in the sample.

a) Out-patient experience

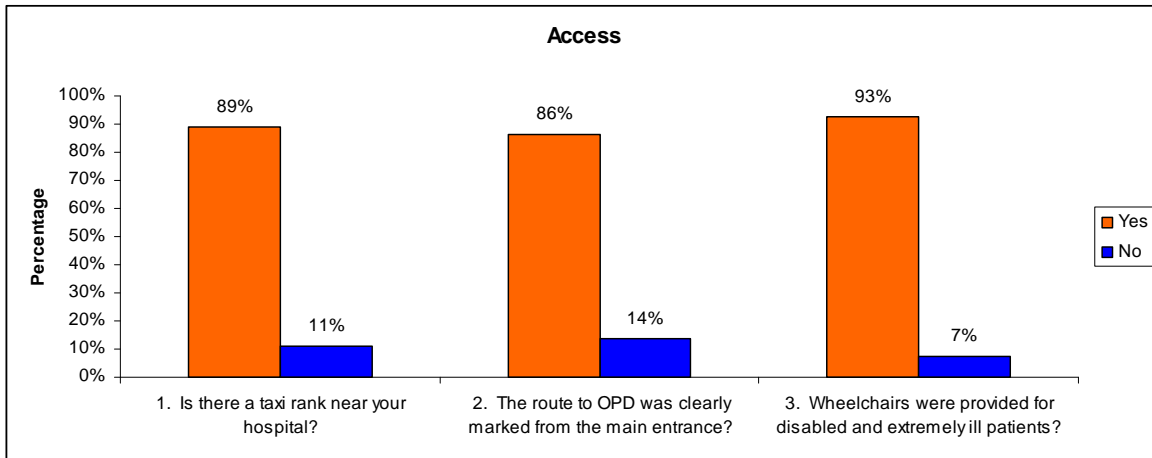


Figure 2. Out-patient experience - Access

Figure 2 depicts the score of patient's experiences across the accessibility domain. Patients' experiences were generally good across all three questions.

Out-patient experience – OPD Clerks

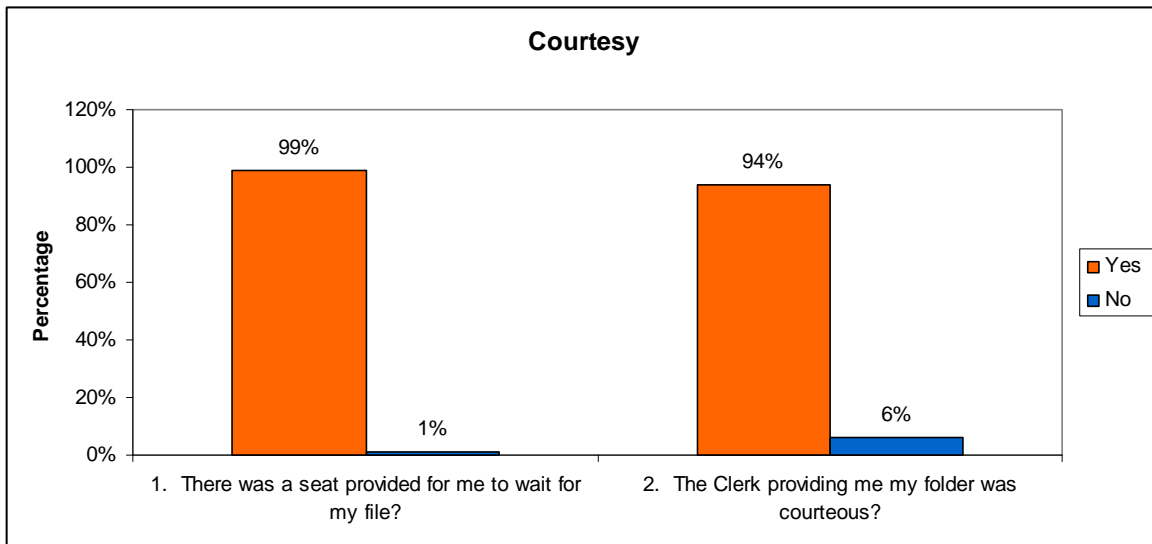


Figure 3. Out-patient experience – OPD Clerks

Figure 3 depicts exceptional satisfactory by patients with only few dissatisfied.

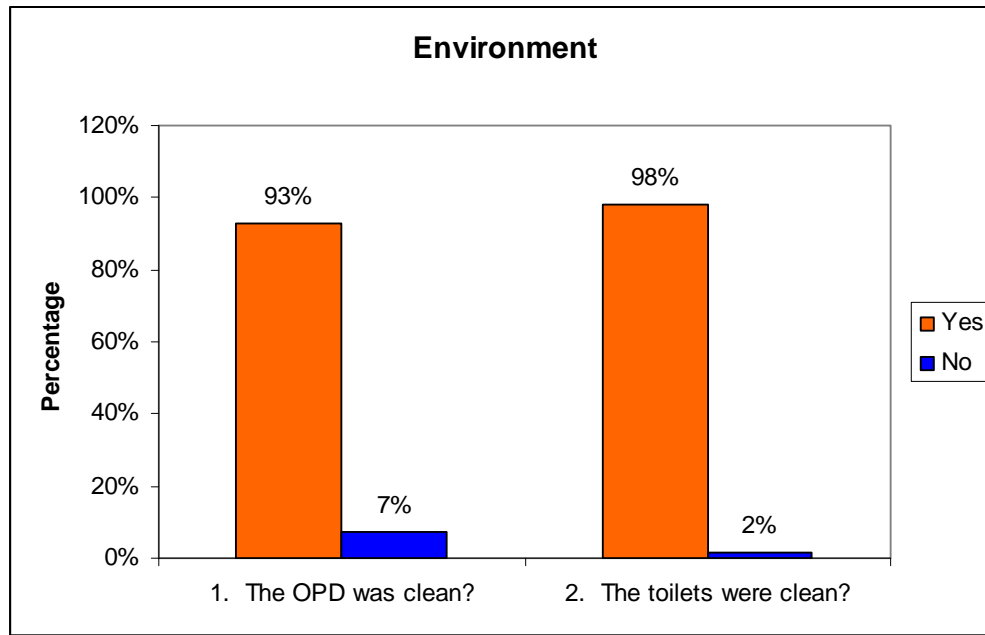


Figure 4. Out-patient experience – Environment

Depicts satisfactory results with the environment in the OPD with only few isolated cases where some patients were not satisfied.

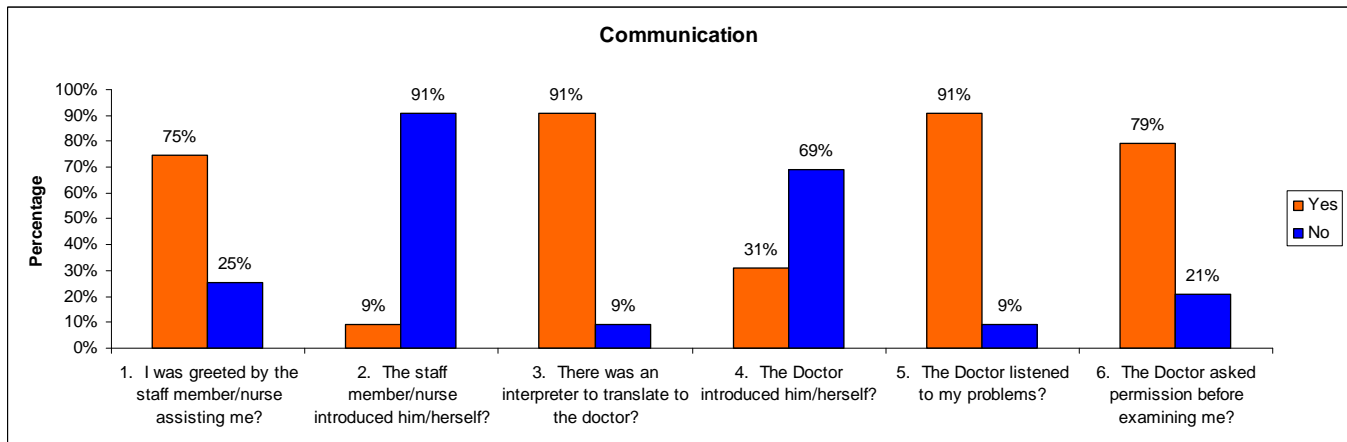


Figure 5. Out-patient experience – Communication

Figure above depicts communication by Health Professionals to their clients (Patients). Although there are certain achievements in some areas but there still a lot to be done to improve communication. Managers may use this as their Quality Improvement Project (QIP) and should closely monitor and evaluate it.

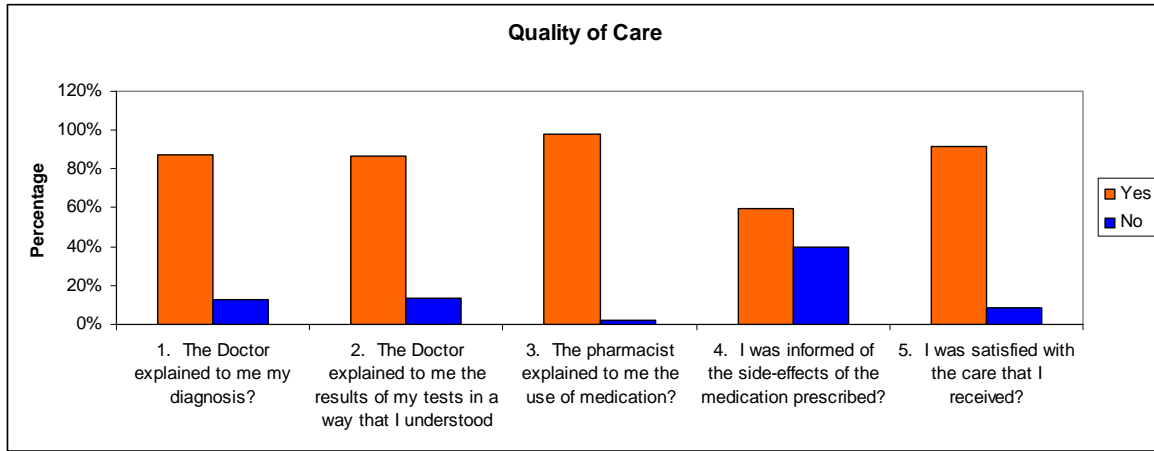


Figure 6. Out-patient experience – Quality of Care

Figure 6 depicts satisfactory results however point 4 needs attention as justified the above results explained above in figure 5.

b) In-patient experience

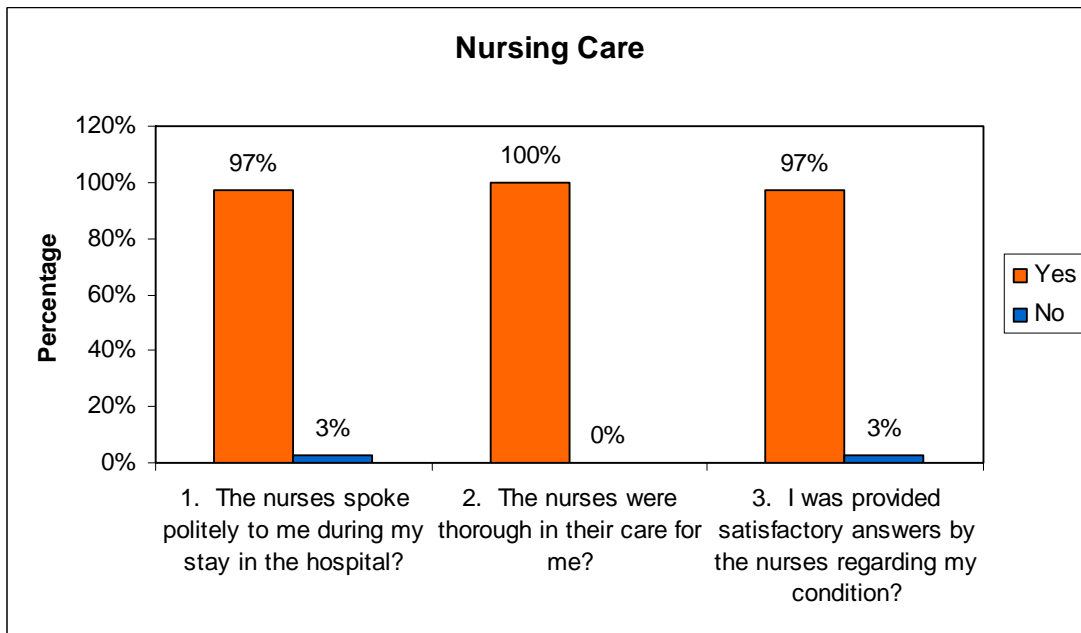


Figure 7. In-patient experience – Nursing Care

Figure above depicts above-average satisfaction with nursing care with only few patients not satisfied with the care they received with in this hospital.

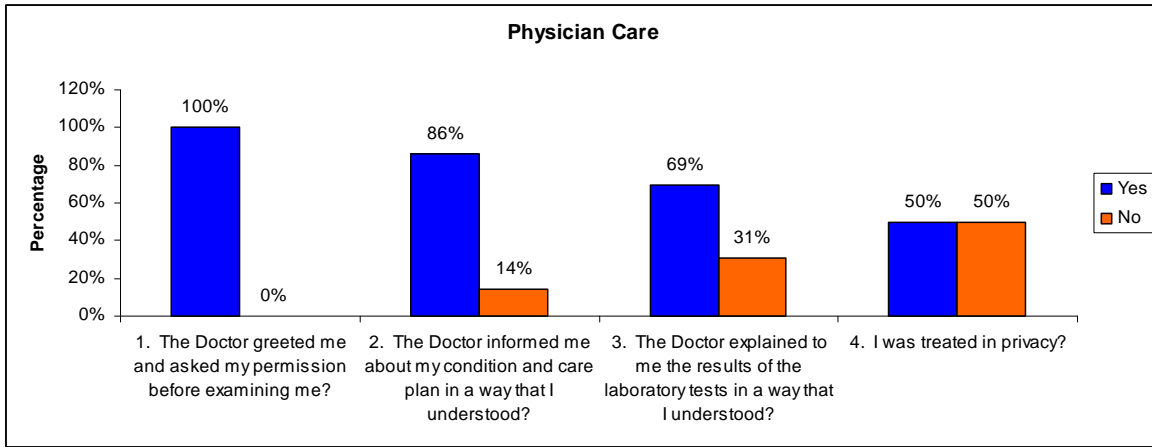


Figure 8. In-patient experience – Physician Care

Figure depicts excellent results about physician care however there is still a lot to be done in most areas especially privacy where only 50% felt that privacy was always upheld.

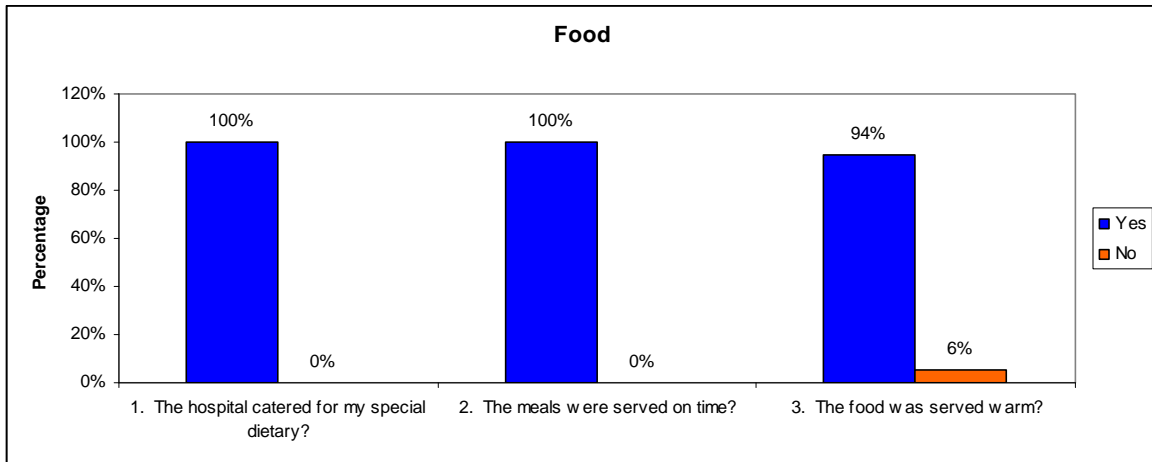


Figure 9. In-patient experience – Food

Figure 9 shows 100% satisfaction with food.

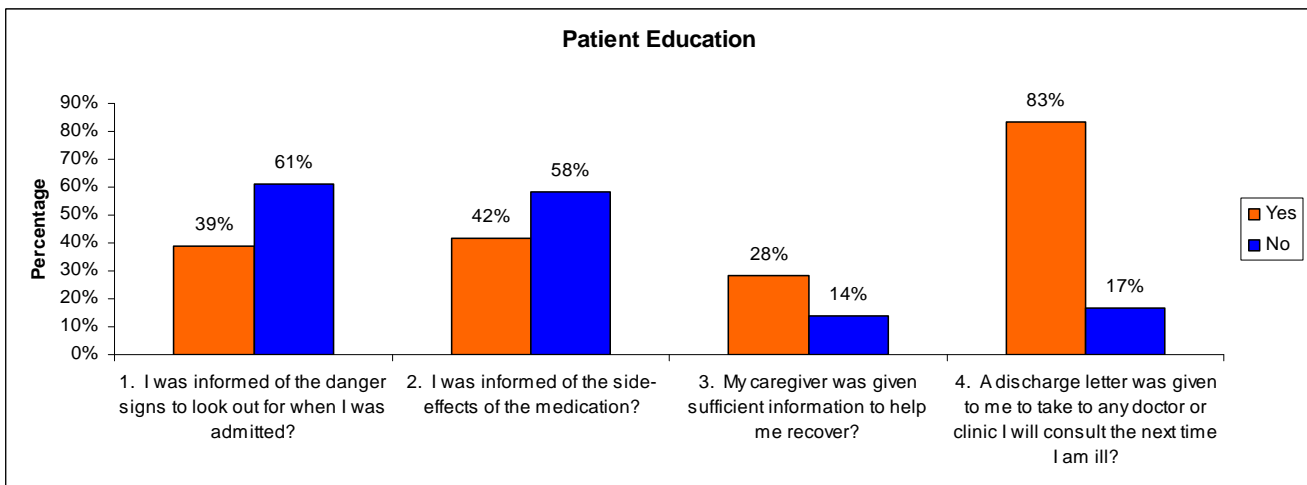


Figure 10. In-patient experience – Patient Education

The figure above needs attention. Point 3, most of the patients were unsure to answer.

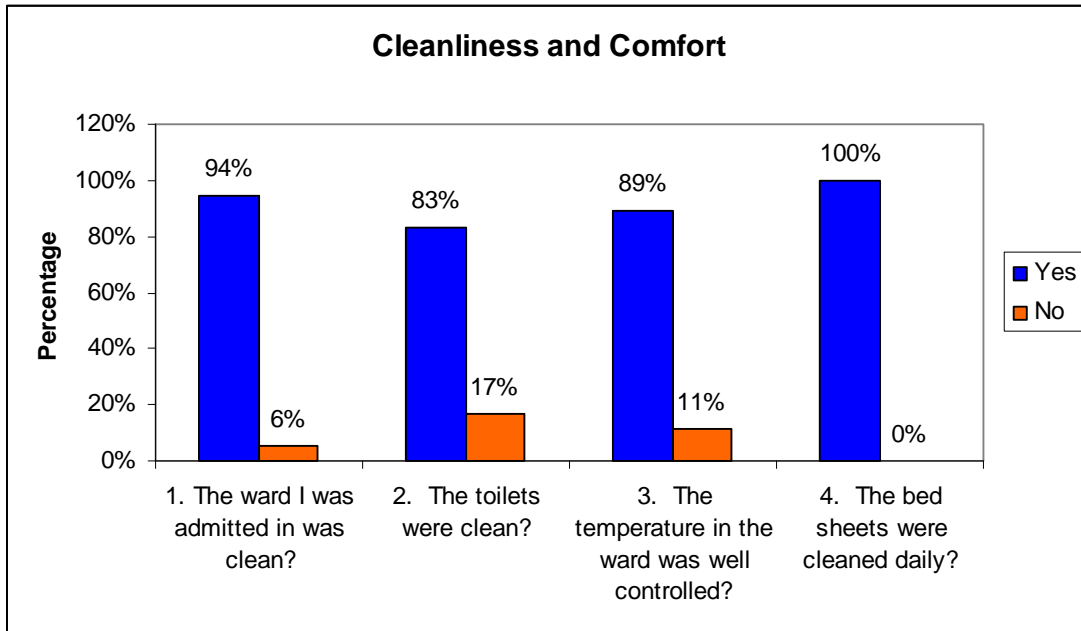


Figure 11. Cleanliness and Comfort

Figure above shows appreciation with regard to cleanliness and comfort in the hospital but not ruling out the few who felt the opposite.

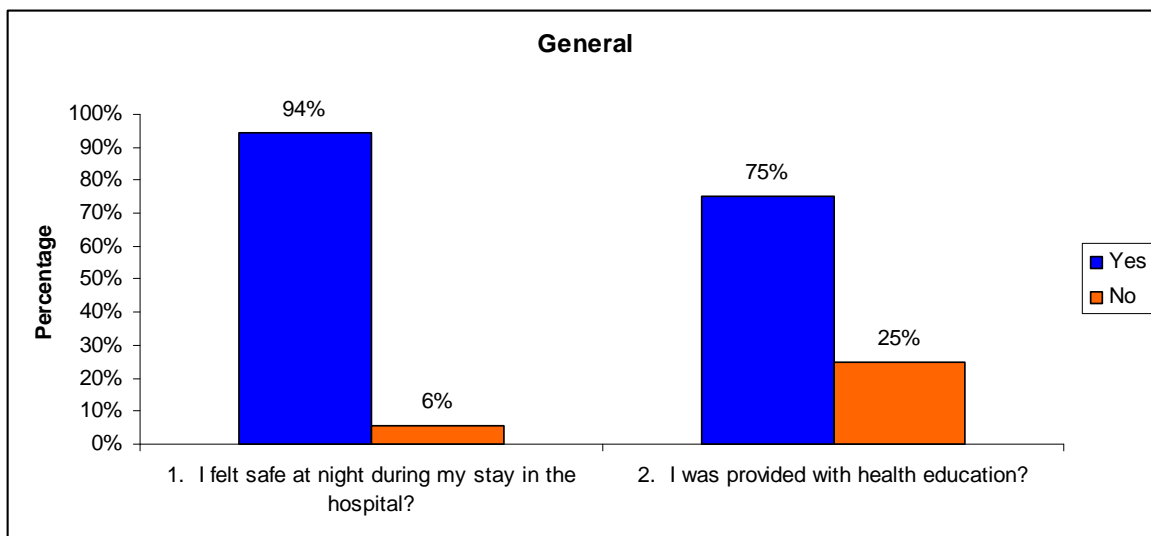


Figure 12. – General.

Safety is an important element and although not 100% but I am not complaining at all. Health Education requires attention though above average. We don't want these patients back with the same problems remember!

Conclusion and Recommendations

In summary and conclusion this study of Client experiences at St. Apollinaris Hospital has identified the areas where clients had positive experiences and those that require further improvement and provides the following recommendations for further action to continue to strive to improve health services performances to fulfil the mission and objectives of the KZN DOH.

Managers to:

- identify areas of improvements and make them their Quality Improvement Projects,
- Set targets for improvements particularly:

For Outpatients: Communication;

For Inpatients: in respect of Physician Care, Patient Education and General Care

- Monitor changes in quality of care,
- Integrate client experience into the Hospital operational plan.

ACTION PLAN FOR THE IDENTIFIED GAPS IN SERVICE DELIVERY.

KRA	OBJECTIVE	ACTIVITIES	INDICATOR	TARGET DATE
Communication	-To improve communication between clients and the health professionals	-All staff members to greet patients before attending them -doctors and all caregivers to introduce themselves to clients - Ask for permission from the client to do any examination or investigation	-compliance during survey - compliance during a survey - compliance during the survey	30/03/2010
Quality of care	- Strengthen education on side effects of treatment	-communicate the side effects of treatment to clients.	-knowledge of side effects by clients	immediately
	-Ensure that laboratory results are explained to the client. -Ensure that clients are afforded privacy all the time	-doctors and nurses to explain the lab results to clients in a way they will understand. - use screens when examining the patient	-document all education given to clients -Availability of screens in examination areas - use of screens in areas where patients are examined	Ongoing 30/06/2009 Ongoing

Patient education	To strengthen patient's education with regard to danger signs, information about Side effect	-documentation of education given to patients.	-patients will be informed	Ongoing
	-Ensure that care givers are given enough information to help the client to recover.	-develop a police on giving information to caregivers	- policy implemented	30/03/2009
	- Improve the health education strategy for the clients	-identify areas of health education -document all education given to clients	-Areas of health education communicate d to all health workers. -Health education registers in designated areas	30/04/2009 10/04/2009

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